



# City of Tempe

## FOOD AND BEVERAGE COORDINATOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	551	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$59,116
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$79,807
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Recreation Coordinator
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives general direction from the General Manager – TCA or from other supervisory or management staff.

Exercises direct supervision over contract, part-time and volunteer TCA staff associated with Food and Beverage service at the facility.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Requires three years of progressively responsible experience in food and beverage industry including experience with point of sale and inventory control systems or other experience directly related to the core functions of this position.
<i>Education:</i>	Requires a Bachelor's degree in hotel/restaurant management, business management or a degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess or obtain (within 6 months of hire) Arizona Certificate of Title 4 Training Completion in basic and manager categories.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of professional and administrative duties involved in the implementation, coordination and operation of food and beverage (F&B) service at the Tempe Center for the Arts (TCA).

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Plan, direct and manage the daily operation of the F&B service at the TCA;
- Effectively manage and oversee all associated aspects of F&B service including; product ordering, inventory management, delivery schedules, permits and licenses, cleaning schedules, labor schedules, health department inspections, equipment maintenance schedules, equipment repairs, pricing, new product introduction and customer care;
- Participate in the selection of and oversee all associated staff, providing clear direction, guidance and disciplinary procedures as necessary;
- Provide training and maintain records of training for bartenders, servers and all other workers associated with F&B operations at the TCA in compliance with all applicable regulations;
- Coordinate with TCA administrative staff to process payroll and vendor payments. Ensure accurate, complete, verified and timely submission of payroll and accounts payable information;
- Implement and ensure program compliance with pertinent city, county and state laws, regulations and licensing standards;
- Serve as the License Manager for Series 5 Government Liquor License 05073024 held by the City of Tempe;
- Provide commercially supplied food and beverage service for small scale events as requested;
- Proactively maximize sales and generate revenue while maintaining low overhead costs. Provide periodic sales reports to management;
- Coordinate F&B requirements and final invoicing with TCA sales staff and event staff to maximize seamless customer service to guests and clients. Meet with clients, as necessary, to determine individual event requirements;
- Oversee the onsite operations of preferred list contracted caterers, including food service health standards, post-event clean up and customer service performance level;
- Coordinate solicitation and engagement of outside food and beverage suppliers as necessary for successful completion of TCA events;
- Oversee the reconciliation of all banks, credit card and cash sales at the close of business each day. Process deposits to proper city accounts and maintain required all records pertinent to F&B operation;
- Consistently monitor and respond to customer needs. Respond to and resolve customer complaints with respect and exemplary customer service standards;
- Promote an atmosphere of exceptionally high customer service standards between F&B staff and internal and external customers;

- Demonstrate the ability to communicate clearly and effectively in casual and high pressure situations;
- Develop and maintain concession service operations manual;
- Provide pro-active performance planning utilizing performance management tools;
- Other related duties as assigned;
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Ability to lift heavy objects;
- Operate city vehicles;
- Work in a stationary position for long periods of time;
- Operate computers, calculators and other office machines;
- Many require working extended hours;
- May work alone for extended periods of time.

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective August 2016*

*Revised August 2020 (update reporting relationship)*